

GTCC Monthly HL3 APC Teleconference Meeting Minutes

Meeting Name	GTCC Monthly HL3 APC Teleconference
Meeting Chair	DON eBusiness Operations Office
Date	4 May 2004
Time/Location	2:00 – 2:30 pm

Attendees

Command Name		
DONEBUSOPSOFF	NAVAIR	RESFOR
BUPERS	NAVSEA	UNSECNAVSPAWAR
DIRSSP	NAVSUP	SPECWAR
MSC	PACFLT	BUMED

Meeting Agenda/Objectives Items

Objective #	Objectives
1.	APC Conference
2.	Misuse & Abuse Reports
3.	Delinquency Rate Issues
4.	Unused Tickets Refunds Processing
5.	Credit Limits
6.	Misc Topics
7.	HL3 General Discussion
8.	Next Teleconference

Meeting Minutes/Action Items

Agenda #	Minutes
1.	APC Conference
	Please continue to send comments and suggestions regarding the annual APC conference to travel_card@navsup.navy.mil .
	There were some questions asked during the panel discussion at the March conference that required a more detailed answer from BoA. This is now available on the eBusiness website under Conference Presentations.
2.	Misuse & Abuse Reports
	Higher-level management is requesting that everyone be very vigilant in reviewing the MAP reports. The last report had some suspicious transactions.
	These reports are only sent to the level 3 APC for hierarchies with questionable transactions. If you have not received any – Great Job! We are currently catching up from “conference mode”, but normally the MAP reports go out monthly.
	There is currently a lot of Congressional scrutiny of the card programs so there is a possibility of a data call, and the MAP process should prevent eBusiness from having to rely on the field

Agenda #	Minutes
	since we capture all MAP responses.
	If you get a MAP report with flagged transactions, please research and respond with information regarding the legitimacy of the transaction.
3.	Delinquency Rate Issues
	Congratulations! The delinquency rate has improved due to your hard work and enforcement of SDO. Keep up the great work!
4.	Unused Ticket Refunds Processing
	One hot issue with Congress is travelers failing to turn unused tickets into the CTO to be refunded. EBUSOPSOFF will be drafting a TCPN to make cardholders aware of their responsibility and the details of the process.
5.	Credit Limits
	OSD may be reviewing credit limits in the near future. Please make sure all limits assigned are reasonable and justifiable.
	To review your limits, run an account listing in raw data. Credit limit is one of the last fields, scroll to the right of the spreadsheet. Do a descending sort on that column and the accounts with high credit limits will be shown at the top of the report.
6.	Misc Topics
	eBUSOPSOFF will be attending a quarterly PMR with BoA next week. If you have issues that need to be addresses by BoA, please send them to travel_card@navsup.navy.mil
	FDIC issued information regarding a credit card scam. That information was sent out in TCPN FY04-14. You can view it at www.don-ebusiness.navsup.navy.mil .
	Due to Privacy Act issues, we are restricted on the information that can be put in documents on the website. In the actual meeting we may say the name of a person at eBUSOPSOFF to contact, however, only the generic travel_card@navsup.navy.mil e-mail address will be put into the minutes. If you do not have the direct contact information, send the inquiry to the generic address and it will be forwarded to the appropriate person
7.	HL3 General Discussion
	UNSECNAV – Will NAVPTO also be sending out information regarding the unused ticket refund process? For CBA specific questions, please send inquiries to travel_card@navsup.navy.mil .
8.	Next Teleconference
	The next GTCC HL3 Monthly teleconference will be held on 1 JUN 04 at 2:00pm. Teleconference dial-in number: 1-888-818-9740 Participant Code: 77032